

**Tempe Fire Department Policies and Procedures**  
**Information – Department and Personnel**  
**104.08**  
**Rev 3-3-04**

**PURPOSE**

To provide a standard procedure for all personnel concerning the release of information regarding any Fire Department matter and/or requests for information concerning Fire Department employees.

**GUIDELINES**

**Department**

**News Media** (Includes radio, television, newspapers). See Policy and Procedure on Public Information, Volume 3.

**Insurance Companies or Adjusters**

- A. Any insurance company or insurance adjuster who requests information concerning fires or rescue calls, must make the request in writing, on company letterhead, or appear in person with proper identification.
- B. All requests for fire incident information shall be referred to the fire marshal's office. EMS information requests shall be referred to the department privacy officer.

**Attorneys**

No Fire Department member shall make any statements or release any information to an attorney, without prior approval from the fire chief, or assistant chief, or fire marshal.

**Personnel**

- A. All inquiries regarding "credit checks" or another such items are to be referred to Human Resources of the City of Tempe.
- B. Do not release either the telephone number or address of any employee without his/her permission.
- C. Should you receive a call for an employee who is off-duty, use the following procedure:
  - 1. Inform the party calling that our department policy does not allow you to release telephone numbers.
  - 2. If the party calling will give you their name and telephone number, you will contact the Fire Department member and have them return the call as soon as possible.